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ABSTRACT

This packet contains a program guide and a career map for the implementation of a junior secretary office occupations program in Florida secondary and postsecondary schools. The program guide describes the program content and structure, provides a program description, lists job titles under the program, explains licensing, and includes a curriculum framework and student performance standards for junior secretary courses. The curriculum framework outlines major concepts and content, laboratory activities, program specifics, and intended outcomes; the student performance standards guide lists each standard and the behaviors expected to show mastery of each standard. The guide also provides information on the following: facility design for the secretarial program, equipment, program implementation, teacher professional development, and instructional resources (a listing of 24 sources for print and audiovisual materials, 56 teacher-recommended print materials, 8 teacher-recommended audiovisual materials, and 16 computer software programs). Appended to the program guide is a sample student learning guide that includes program title, course title, intended outcomes, activity, introduction, objectives, performance objective, tasks, references, equipment, activity, test, and answer key. The Career Merit Achievement Plan (Career MAP) is a checklist of student progress in the competencies required for entry into the field of junior secretary, to be kept by student and teacher. (KC)

ED357154

FLORIDA VOCATIONAL PROGRAM GUIDE FOR

JUNIOR SECRETARY

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Betty Castor, Commissioner

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FLORIDA VOCATIONAL PROGRAM GUIDE FOR

JUNIOR SECRETARY

State of Florida
Department of Education
Tallahassee, Florida
Betty Castor, Commissioner
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education
Bureau of Vocational Program and Staff Development

February 1990

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INTRODUCTION

The *Florida Vocational Program Guide for Junior Secretary* has been developed to provide information that will be useful to local administrators, regional coordinating councils, teachers, and others charged with the responsibility of offering vocational education training in Business Education in school districts, area vocational centers, and community colleges. The final planning, implementation, and evaluation of any educational program, however, must be done within the context of local conditions and local needs.

Many of the issues involved in the creation and maintenance of a vocational education program are generic to all subject areas; these issues are addressed in detail in the *Florida Vocational Program Implementation Guide* (FVPIG), **which should be considered as an essential companion to this document.** That guide contains information on the following:

- the importance of as well as development strategies for student learning guides
- information addressing concerns about program planning and implementation
- teacher requirements, updating, and certification
- program-evaluation requirements
- in-depth program-component description

This *Florida Vocational Program Guide for Junior Secretary* will serve to identify particular considerations in the organization, operation, and evaluation of this specific vocational education program.

This program guide will help ensure program equivalency. Junior Secretary programs, if implemented throughout Florida according to the criteria described in this document, will help many citizens fill important roles in our state and national work force.

PROGRAM CONTENT AND STRUCTURE

The content of the Junior Secretary program is based on occupational competencies and employability skills required for entry into the office occupations. The basic content of this program is described in the Florida Curriculum Framework and Student Performance Standards (SPSs).

The Junior Secretary program may include both classroom and practical learning experiences that supply students with career information and job requirements for Junior Secretary. This program provides students with an initial exposure to the skills and attitudes associated with careers in related secretarial occupations. The basic skills and attitudes related to these occupations are indicated as intended outcomes in the Curriculum Framework of this guide.

Job Title and Description

Job Title: Junior Secretary

Description: A junior secretary will perform minor administrative and general office duties, receive and relay telephone messages, take and transcribe dictation, schedule appointments, file, type (typewriter or word processor), compose routine correspondence, and process mail.

Curriculum Framework and Student Performance Standards

Program objectives and content should be consistent with the Vocational Education Program Courses Standards as approved by the Florida State Board of Education. Provided on the following pages are the Curriculum Framework and Student Performance Standards for Junior Secretary courses as listed in the official *Vocational Education Program Courses Standards* document. Since these SPSs are continually updated, you should check each year with your district's business education supervisor and the regional program specialist for a current version.

CURRICULUM FRAMEWORK

FLORIDA DEPARTMENT OF EDUCATION

PROGRAM AREA: Business

EFFECTIVE DATE: July, 1990

PROGRAM TITLE: Junior Secretary

CODE NUMBER: Secondary 8212100 Postsecondary OFT0030

Florida CIP CIP 0507.060601

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS ___ POSTSECONDARY ADULT VOCATIONAL CREDITS ___

APPLICABLE LEVEL(S): ___ 7-9 ___ 9-12 X Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 10-12, 30, 31

CERTIFICATION COVERAGE:	10-12; 30, 31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 SECRETAR @7 STENOG @4	30, 31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 SECRETAR @7 STENOG @4

I. **Major Concepts/Content.** The purpose of this program is to prepare students for employment as junior secretaries (40020200), office assistant trainees, and administrative assistant trainees or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to take and transcribe direct-dictation correspondence, reports, and other materials. The individual will perform general office and information-processing duties.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010 Typewriting 1/Fundamentals
8209220 Office Procedures
8212010 Word Processing 1
8212210 Shorthand 1

II. **Laboratory Activities.** Laboratory activities, an integral part of this program, include the use of automated keyboarding/typewriting systems, calculators, and transcription equipment.

III. **Special Note.** Concepts of American free enterprise are included in this program so that students may function effectively in the American free-enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When available, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following are required for each student: a training plan (signed by the student, teacher, and employer), which includes instructional objectives and a list of on-the-job and in-school learning experiences; and a workstation that reflects the equipment, skills, and tasks which are relevant to the occupation that the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with **Section 233.0695, F.S.**, the minimum basic-skills grade levels required for this postsecondary adult vocational program are: Mathematics 6.0, Language 7.0. These grade-level numbers correspond to grade-equivalent scores obtained on a state-designated basic-skills examination.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards that the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEPs. The job title for which the student is being trained must be designated in the IEP.

IV. **Intended Outcomes.** A program must address the following intended outcomes:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business-records activities.
06. Perform mail-handling activities.
07. Perform communication activities.
08. Develop human-relations skills.
09. Develop appropriate grooming habits.
10. Perform job-application activities.
11. Demonstrate a knowledge of information-processing concepts.
12. Develop leadership skills.

13. Perform consumer-economics activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform machine-transcription activities.
16. Perform information-processing activities using automated equipment.
17. Perform decision-making activities.
18. Perform stenographic activities.

STUDENT PERFORMANCE STANDARDS | EFFECTIVE DATE: July, 1990

PROGRAM AREA: Business | SECONDARY NUMBER: 8212100

PROGRAM TITLE: Junior Secretary | POSTSECONDARY NUMBER: OFT0030

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

- 01.01 Identify telephone services and types of calls.
- 01.02 Locate telephone numbers and addresses.
- 01.03 Identify and demonstrate proper telephone image (voice, enunciation, vocabulary, diction, etc.).
- 01.04 Identify and demonstrate techniques of answering the telephone.
- 01.05 Identify and demonstrate techniques of giving and getting information.
- 01.06 Identify and demonstrate procedures for screening calls.
- 01.07 Identify and demonstrate procedures for placing and maintaining calls on hold.
- 01.08 Identify and demonstrate procedures for handling disconnected calls.
- 01.09 Identify and demonstrate procedures for interrupting and terminating calls.
- 01.10 Identify and demonstrate procedures for recording and relaying accurate messages.
- 01.11 Identify and demonstrate procedures for transferring calls.
- 01.12 Identify and demonstrate procedures for placing calls (including utilizing time zones).

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

- 02.01 Solve addition, subtraction, multiplication, and division problems manually.
- 02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 02.03 Solve commission problems.
- 02.04 Solve percentage problems.
- 02.05 Solve finance-charge and annual-percentage-rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding/typewriting techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in typing straight-copy material.
- 03.05 Type business letters and envelopes.
- 03.06 Type interoffice memoranda.
- 03.07 Type tabulated information.
- 03.08 Type different sizes of cards.
- 03.09 Type a memorandum to multiple recipients and address interoffice envelopes.
- 03.10 Type business letters with enumerated items.

03.11 Type multicopy preprinted business forms.
03.12 Type material from handwritten copy.
03.13 Type labels.
03.14 Type a two-page letter.
03.15 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and file materials alphabetically.
04.02 Define the different filing methods: alphabetic, geographic, subject, and numeric.
04.03 Cross-reference correspondence.
04.04 Identify types of filing supplies, equipment, and procedures.
04.05 Identify records-management terminology.
04.06 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.07 Retrieve materials from files.

05.0 PERFORM BUSINESS-RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using restrictive endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Prepare purchase requisitions.
05.06 Prepare purchase orders.
05.07 Prepare invoices.
05.08 Prepare sales slips.
05.09 Maintain petty-cash records.
05.10 Prepare payroll records.

06.0 PERFORM MAIL-HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.
06.02 Locate ZIP codes.
06.03 Identify special mail services.
06.04 Process mail.
06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate and record information retrieved from written resources.
07.02 Spell and define words, including business terminology.
07.03 Follow oral and written instructions.
07.04 Compose and type business correspondence and related documents.
07.05 Participate in a group discussion as a member.
07.06 Punctuate sentences correctly.
07.07 Lead a group discussion.
07.08 Proofread, edit, and revise a rough draft.
07.09 Type final drafts of documents.
07.10 Write complete sentences using correct grammar.

07.11 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.

08.0 DEVELOP HUMAN-RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.
08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a business office.

10.0 PERFORM JOB-APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.
10.02 Classify behaviors considered to be appropriate or inappropriate in a job-interview situation.
10.03 Compose and type a letter of application and a resume.
10.04 Demonstrate job-interview skills.
10.05 Compose and type a letter requesting a reference.
10.06 Compose and type a follow-up letter.
10.07 Identify sources of employment opportunities.
10.08 Identify methods of securing an employment reference.
10.09 Compose and type a letter of resignation.

11.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION-PROCESSING CONCEPTS--The student will be able to:

11.01 List major programming languages used in business data processing.
11.02 Locate requested information on a computer printout.
11.03 Identify applications of computers in business.
11.04 Identify terms commonly used in information processing.
11.05 Identify the major components of an automated-office system.
11.06 Manually correct errors on a computer printout.
11.07 Verify the totals on a computer.
11.08 Identify applications of magnetic storage.
11.09 Interpret instructions on a work requisition.
11.10 Identify the advantages of processing documents on automated equipment.
11.11 Identify the major skills necessary for automated-office occupations.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of business ethics.
12.02 Identify basic principles of parliamentary procedure.
12.03 Greet and introduce individuals.

13.0 PERFORM CONSUMER-ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify basic concepts of the American economic system.

13.02 Identify advantages and disadvantages of consumer credit.
13.03 Identify types and sources of consumer credit.
13.04 Identify services performed by consumer-information sources.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.
14.03 Identify terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM MACHINE-TRANSCRIPTION ACTIVITIES--The student will be able to:

15.01 Identify terms used in machine transcription.
15.02 Demonstrate correct techniques in machine transcription.

16.0 PERFORM INFORMATION-PROCESSING ACTIVITIES USING AUTOMATED EQUIPMENT--The student will be able to:

16.01 Edit letters and documents.
16.02 Input, store, and output documents from handwritten, typed, and dictated material.
16.03 Input, store, and output tabulated documents from handwritten and typed material.
16.04 Revise and print stored documents.
16.05 Sequence and define steps of a processing cycle.
16.06 Input numeric data.
16.07 Use an operations manual.
16.08 Perform "boot-up" procedures on a microcomputer.
16.09 Interpret instructions on a work requisition.
16.10 Identify the advantages of processing documents on automated equipment.
16.11 Identify the major skills necessary for automated-office occupations.

17.0 PERFORM DECISION-MAKING ACTIVITIES--The student will be able to:

17.01 List the steps in problem solving.
17.02 Demonstrate the ability to determine work priorities.
17.03 Prepare a day's schedule for an employer.
17.04 Choose appropriate action in a situation requiring effective time management.
17.05 Select the best way to handle confidential information.
17.06 Identify conflict-of-interest situations.

18.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

18.01 Read, write, and transcribe shorthand phrases, brief forms, and words representing theory principles.
18.02 Take and transcribe office-style dictation.
18.03 Take unfamiliar dictated material and transcribe it in mailable form.

FACILITIES

Design Criteria

The facility should provide space and learning stations to enable the instruction to meet program objectives. Florida State Board of Education Rule 6A-2.32 specifies the size of space and occupancy design criteria that school districts or community colleges must follow in planning and designing facilities for Junior Secretary programs. According to this rule, facility sizes recommended for a one-time occupancy design capacity of twenty students are as follows:

DEDICATED SPACE
(in square feet)

	Per Student			Total (Based on 20 students)		
	Min.	Normal	Max.	Min.	Normal	Max.
Classroom	25	27	29	500	540	580
Laboratory	54	57	59	1080	1140	1180
Material Storage				95	100	105
Required Program Space				1675	1780	1865

For further information on space, refer to S.B.E. 6A-2.

Classroom and laboratory areas should be designed to accommodate Junior Secretary workstations and equipment. Electrical outlets should be provided in the form of permanently fixed, vertical power posts, to be accessible for each student workstation. A central master switch should control student workstations.

Lockable storage cabinets should be provided for the security of small electrical appliances, software, and other valuable materials.

Suggested Equipment and Supplies

The following list indicates *suggested* equipment and supplies and is *not* comprehensive.

cabinet, storage
cabinet, storage w/tote trays
calculators, display and printing

cart, audiovisual, electrically wired
chairs, desk
check writer
collator, electronic
computer projection equipment
computer w/courseware
desk, L-shaped w/drawers
dictation/transcribing machines
drawing board, illuminated w/styli
duplicator, offset
duplicator, spirit w/cabinet
duplicator, stencil w/cabinet
file cabinet, 4-drawer
file cabinet, legal
lectern, electrically wired
mail scale
papercutter
photocopier
platemaker
projection screen
projector, filmstrip
projector, overhead
projector, 16mm
punch, 3-hole
recorder, cassette
shorthand instructional system (20-station)
shorthand machine w/case
staplers
telephone system
telephone training system
television
time recorder (time clock) w/rack
timers
tripod
typewriter, memory
typewriters, electric
videocassette camera
videocassette recorder

Safety

The Florida State Board of Education has established rules for the operation of public schools. Chapter 6A-2 in *Educational Facilities: Public Schools and Community Colleges* contains the standards for existing educational facilities, with regard to such topics as electrical equipment, flammable materials, ventilation, fire safety, storage, and illumination.

Although no specific safety regulations have been mandated for Junior Secretary programs, it is recommended that strict adherence to the general standards as outlined in these rules be practiced (e.g., first-aid kits in classrooms, adequate fire extinguishers, fire-evacuation plan, etc.).

PROGRAM IMPLEMENTATION

Student Learning Guide

A sample student learning guide is provided in the Appendix as an example for you to use when developing or adapting a set of learning guides or modules. This sample guide presents the major components of a competency-based student learning guide. For further information, see the *Florida Vocational Program Implementation Guide*.

Student Organization Participation

The vocational student organizations associated with the Junior Secretary program are Future Business Leaders of America (FBLA) for secondary students and Phi Beta Lambda (PBL) for postsecondary students. These organizations are cocurricular, and participation is considered an integral part of the instructional program.

Refer to the *Florida Vocational Program Implementation Guide* for more information.

PROFESSIONAL CONSIDERATIONS

Teacher Certification

Listed below are the certification coverages included in the current *Course Code Directory* for Junior Secretary:

10-12; 30, 31	BUS ED @4 1 2	30, 31	BUS ED @4 1 2
	TEACH CBE @7		TEACH CBE @7
	VOE @7		VOE @7
	SECRETAR @7		SECRETAR @7
	STENOG @4		STENOG @4

Professional Organizations and Support Services

The following associations and organizations have been identified as serving the needs of those involved in the business-education area. This list is not comprehensive. Teachers should take advantage of the services offered by professional organizations.

American Vocational Education Personnel Development Association (AVEPDA)
Box 6446
Fitchburg State College
Fitchburg, MA 01420

American Vocational Education Research Association (AVERA)
305 Rolfs Hall
University of Florida
Gainesville, FL 32606

AVA-Business Education
1410 King Street
Alexandria, VA 22314

Business Education Research of America
c/o Enrique Piniere
P.O. Box 304
Hato Rey, PR 00919

Business-Higher Education Forum
One Dupont Circle, Suite 800
Washington, DC 20036

Delta Pi Epsilon
Gustavus Adolphus College
St. Peter, MN 56082

Foundation for Student Communication (Business)
305 Aaron Burr Hall
Princeton University, NJ 08540

International Society for Business Education
1914 Association Drive
Reston, VA 22091

Junior Achievement (Business)
45 Clubhouse Drive
Colorado Springs, CO 80906

National Association of Teacher Educators for Business Education
c/o Betty Schroeder
Business Education and Administration Services
Northern Illinois University
Dekalb, IL 60115

National Association for Business Teachers
1914 Association Drive
Reston, VA 22091

National Association of Classroom Educators in Business Education
c/o Larry Shinn
Lincoln High School
Cambridge City, IN 47327

National Business Education Association (NBEA)
1914 Association Drive
Reston, VA 22091

INSTRUCTIONAL RESOURCES

Listed on the following pages are sample material sources that are available for Business Education. Additional resources may be available from other sources including professional and trade organizations. You are encouraged to seek catalogs from these firms so that you become familiar with materials available.

Sources of Print and Audiovisual Materials and Software

	Print	Audiovisual	Software
Arco Publishing, Inc. Division of Simon & Schuster 1 Gulf and Western Plaza New York, NY 10023	X	--	--
Beekman Publishers, Inc. P.O. Box 888 Woodstock, NY 12498	X	--	--
Bergwall Productions, Inc. P.O. Box 238 Garden City, NY 11530-0238	--	X	--
Bobbs-Merrill Company 866 Third Avenue New York, NY 10022	X	X	--
Brodart Company 500 Arch Street Williamsport, PA 17705	X	--	--
Business Education Services 10200 Jefferson Boulevard, Room 4 P.O. Box 802 Culver City, CA 90232-0802	X	X	X
Career Aids 20417 Nordhoff Street Chatsworth, CA 91311	X	X	X
Delmar Publishing, Inc. 2 Computer Drive, West Albany, NY 12205	X	--	--

	Print	Audiovisual	Software
Educational Development and Training Center East Texas State University Commerce, TX 75428	X	X	--
Franklin McNeal, Ltd. 1175-1 Fleming Street P.O. Box 2335 Smyrna, GA 30081-2335	--	--	X
Glencoe Publishing Company 15319 Chatsworth Street Mission Hills, CA 91345-9509	X	X	X
Harcourt Brace Jovanovich, Inc. 1250 Sixth Avenue San Diego, CA 92101	X	X	--
Houghton Mifflin Company One Beacon Street Boston, MA 02108	X	X	X
John Wiley & Sons, Inc. 605 Third Avenue New York, NY 10158-0012	X	X	X
Macmillan Publishing Co., Inc. 866 Third Avenue New York, NY 10022	X	X	X
McGraw-Hill Publishing Company 1221 Avenue of the Americas New York, NY 10020	X	X	X
McGraw-Hill Publishing Company Gregg Division 13955 Manchester Road Manchester, MO 63011	X	X	X
MicroPro International Corp. 33 San Pablo Avenue San Rafael, CA 94903	--	--	X
National Learning Corporation 212 Michael Drive Syosset, NY 11791	X	--	--

	Print	Audiovisual	Software
Oklahoma State Department of Vocational and Technical Education 1500 West Seventh Avenue Stillwater, OK 74074-4364	X	X	X
Prentice Hall Division of Simon & Schuster Route 9 West Englewood Cliffs, NJ 07632	X	X	X
Putnam Publishing Group 200 Madison Avenue New York, NY 10016	X	--	--
South-Western Publishing Company 5101 Madison Road Cincinnati, OH 45227	X	X	X
SRA/Pergamon Business and Technical Division 1999 Shepard Road Saint Paul, MN 55116	X	X	X

Teacher-Recommended Materials

PRINT

Author	Title	Publisher	Year
	American Heritage Dictionary	Houghton Mifflin Co.	1982
Atkinson, Phillip S., and VanHuss, Susie	*Typewriting Office Practice--Tronics, Inc.*, 7th ed.	South-Western Publishing Co.	1985
Boyce, B. L., and Popyk, Marilyn K.	*The Electronic Office and You: Word Processing Concepts*	Gregg Division, McGraw-Hill Publishing Co.	1985
Brooks, Lloyd D.	*101 Spreadsheet Exercises*	Gregg Division, McGraw-Hill Publishing Co.	1987

Author	Title	Publisher	Year
Brooks, Lloyd D.	*101 Word Processing Exercises*	Gregg Division, McGraw-Hill Publishing Co.	1986
Butler, Tommie, and Smith, Ralph J.	*The Receptionist--The Tahoe Times; An Office Job Simulation,* 2nd ed.	South-Western Publishing Co.	1985
Bux, William E.	*Data Entry Activities for the Microcomputer,* 2nd ed.	South-Western Publishing Co.	1988
Camp, Sue C.	*Developing Proofreading Skill*	McGraw-Hill Publishing Co.	1980
Casady, Mona	*Word-Information Processing Concepts,* 2nd ed.	South-Western Publishing Co.	1989
Chiri, et al.	*Houghton Mifflin Typewriting*	Houghton Mifflin Co.	1987
Clayton, Dean, and Park, Ok D.	*Appleworks--Integrated Applications for Microcomputers*	South-Western Publishing Co.	1987
Cornelia, Nicholas J., and Pasewark, William R.	*Calculating Machines Simulation,* 3rd ed.	South-Western Publishing Co.	1983
County Resource Team	*Typing I/Fundamentals Resource Guide*	Palm Beach County School Board	1988
Crawford, T. James, et al.	*Century 21 Keyboarding, Formatting & Document Processing,* 4th ed.	South-Western Publishing Co.	1987
Curriculum Committee, Alachua County School Board	*Typewriting I/ Fundamentals Curriculum Guide*	Alachua County School Board	1988

Author	Title	Publisher	Year
Dickinson, Sharon	*An Administrative Secretary Simulation–Dallas Oil, Inc.*	South-Western Publishing Co.	1985
Eisch, Mary Alice	*WordPerfect: Tutorial and Applications*	South-Western Publishing Co.	1988
Graham, Sally	*Working Your Way through Wordstar*	South-Western Publishing Co.	1985
Gregg, John R., et al.	*Gregg Shorthand, Series 90*	Gregg Division, McGraw-Hill Publishing Co.	1985
Henderson, G. L., and Voiles, P. R.	*Business English Essentials*, 7th ed.	Gregg Division, McGraw-Hill Publishing Co.	1987
Holmes, Marion B. W., and Bartholome, Lloyd W.	*Letters and Memos*	South-Western Publishing Co.	1984
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House, Clifford R., and Sigler, Kathie	*Reference Manual: For the Office*, 7th ed.	South-Western Publishing Co.	1989
Kelly, Christopher M., and Watts, H. James	*Using Computers in Our Society: With AppleWorks*	South-Western Publishing Co.	1988
Langford, Thomas E.	*Basic Keyboarding/Typewriting Drills*, 6th ed.	South-Western Publishing Co.	1987
Lee, Jo Ann	*Proofreading for Word Processing*	Harcourt Brace Jovanovich, Inc.	1988

Author	Title	Publisher	Year
Leslie, Louis A., and Zoubek, Charles E.	*Gregg Shorthand for the Electronic Office, Part I & Part II*	Gregg Division, McGraw-Hill Publishing Co.	1984
Luke, Cheryl M., and Stiegler, C. B.	*Office Systems and Procedures,* 2nd ed.	Houghton Mifflin Co.	1987
Luke, Cheryl M., and Swafford, Ann J.	*Word Processing Communication Skills*	Harcourt Brace Jovanovich, Inc.	1988
Mandell, Steve L.	*Introduction to Computers Using the Apple II*	West Publishing Co.	1985
Matthews, Anne L., and Moody, Patricia G.	*Palmetto Insurance Company, The Word Processing Correspondence Secretary*	South-Western Publishing Co.	1984
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McDonnell, Darlene, and Lee, John D.	*The Insurance Clerk--Aaron Insurance Agency; An Office Job Simulation*	South-Western Publishing Co.	1981
McIntosh, Harriett, and Welter, Clyde W.	*The Secretary--Westchester Square, Inc.; An Office Job Simulation,* 2nd ed.	South-Western Publishing Co.	1983
Meroney, John W.	*Word Processing Applications in Practice,* 2nd ed.	South-Western Publishing Co.	1989

Author	Title	Publisher	Year
Monroe Education Center	*Today's Basic Business Mathematics through Electronics,* 2800 Series	Litton Business Systems, Inc.	1978
Moon, H.	*Office Procedures and Technology*	Milady Publishing Co.	1984
Palm Beach County Resource Team	*Word Processing I Resource Guide*	Palm Beach County School Board	n.d.
Pasewark, William R.	*Electronic Display/Printing Calculator*	South-Western Publishing Co.	1983
Pasewark, William R., and Cornelia, Nicholas J.	*Calculating Machines Simulation,* 3rd ed.	South-Western Publishing Co.	1983
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Polisky, Mildred	*Solving Business Problems on the Electronic Calculator*, 3rd ed.	Gregg Division, McGraw-Hill Publishing Co.	1988
Pullis, Joe M., and Bippen, L.	*Principles of Speedwriting Shorthand:* Regency Edition	Bobbs-Merrill Publishing Co.	1984
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Reynolds, Caroline	*Letters Plus--Communicating on the Job*	Gregg Division, McGraw-Hill Publishing Co.	1987
Russell, Kenneth L.	*The How in Parliamentary Procedure,* 4th ed.	Interstate Printers and Publishers, Inc.	1981
Stewart, Jr., J. R.	*Gregg Quick Filing Practice,* 3rd ed.	Gregg Division, McGraw-Hill Publishing Co.	1989
Stewart, Jr., J. R., et al.	*101 Database Exercises*	Gregg Division, McGraw-Hill Publishing Co.	1987
Swanson, Robert M., Ross, Kenton E., and Hanson, Robert D.	*Century 21 Accounting, First-Year Course,* 4th ed.	South-Western Publishing Co.	1989
Troop, Jane Erin, and Woo, Donna Leung	*Displaywrite 4: A Practical Approach*	South-Western Publishing Co.	1989
VanHuss, Susie H.	*Basic Letter and Memo Writing,* 2nd ed.	South-Western Publishing Co.	1987
Whalen, Patricia M.	*Basic Skills for the Modern Office,* 2nd ed.	South-Western Publishing Co.	1989
	WordPerfect for the Apple IIgs	WordPerfect Corp.	n.d.

AUDIOVISUAL MATERIALS

Title	Format	Source	Year
Business and Office Education	Filmstrip	MPC	n.d.

Title	Format	Source	Year
The Business of Oral Communication	VHS	South-Western Publishing Co.	1980
Computer Visions	VHS, BETA	South-Western Publishing Co.	1986
Courtesy under Pressure	16mm, VHS, BETA	South-Western Publishing Co.	1983
Electronic Mail	35mm slides	MPC	n.d.
Insight into Office Automation	VHS, BETA	South-Western Publishing Co.	1986
The Professional Image	16mm, VHS, BETA	South-Western Publishing Co.	1985
Sexual Harassment	16mm, VHS, BETA	South-Western Publishing Co.	1984

SOFTWARE

Title	Format(s)	Source	Year
Alphabetic Indexing Rules: Application by Computer, 2nd ed.	IBM	South-Western Publishing Co.	1989
Alphabetic Keyboarding	TRS, Apple, IBM	South-Western Publishing Co.	1983
Appleworks 2.0	Apple	Apple Corp.	n.d.
Deskmate II	Tandy 1000 TX	Radio Shack	n.d.
Displaywrite I-IV	IBM, Tandy	IBM Corp.	n.d.
Microcomputer Activities for Office Procedures	IBM	South-Western Publishing Co.	1984
Microcomputer Simulations in Business	IBM	South-Western Publishing Co.	1986

Title	Format(s)	Source	Year
Microcomputing Keyboarding	TRS, Apple, IBM	South-Western Publishing Co.	1983
Micropace--The Universal Timed-Writing Program	IBM	South-Western Publishing Co.	1985
Microuse	IBM	BDM Software	n.d.
Pagemaker	IBM	Aldus Corp.	n.d.
Pro-Grammar/Pro-Sentence	IBM, Apple, Tandy	South-Western Publishing Co.	1986
The Regal Crown Hotel: An Advanced Word-Processing Simulation	IBM	South-Western Publishing Co.	1989
WordPerfect 4.2, 5.0	IBM, Apple, Tandy	WordPerfect Corp.	n.d.
Wordpro 4+	Commodore	Professional Software	n.d.
Word Star, Educational Version	IBM	MicroPro International Corp.	n.d.

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APPENDIX

SHORTHAND I

OUTCOME: 18.0 Perform Stenographic Activities

STUDENT PERFORMANCE STANDARD: 18.02 Take and Transcribe Office-Style Dictation

Performance Objective 18.02

Given office-style dictation at 50, 60, and 70 words a minute, the student will be required to make deletions, extensive changes, and long insertions in his or her notes quickly and in such a way that he or she will be able to transcribe the letters accurately. A minimum of 95 percent accuracy is required for mastery.

Student Activities

The student will study and practice Lessons 51-60, pages 253-283 of *Gregg Shorthand for the Electronic Office,* Series 90, Part II.

The student will study all instructions for transcribing shorthand notes into mailable form.

After studying each reading and writing activity in Lessons 51-60, the student will practice office-style dictation, check his or her notes with the shorthand plate(s), and practice each outline omitted or written incorrectly three times.

The student will take office-style dictation at 50, 60, and 70 words per minute and transcribe the dictation in a form that is acceptable by the instructor.

The student will complete Lessons 51-60 in the workbook for *Gregg Shorthand for the Electronic Office* or complete activities prepared by the instructor.

The student will review all workbook activities or teacher-prepared materials and correct errors.

References

Leslie, Zoubek, Lemaster, and Condon, *Gregg Shorthand for the Electronic Office,* Series 90, Part II, Gregg/McGraw-Hill Co., 1984.

Leslie, Zoubek, Lemaster, and Condon, *Part II, Workbook for Gregg Shorthand for the Electronic Office,* Gregg/McGraw-Hill Co., 1984.

Required Materials

A typewriter, shorthand pad, fountain pen, dictionary, workbook, or teacher-prepared materials

OUTCOME: 18.0 Perform Stenographic Activities

STUDENT PERFORMANCE STANDARD: 18.02 Take and Transcribe Office-Style Dictation.

Performance Objective 18.02

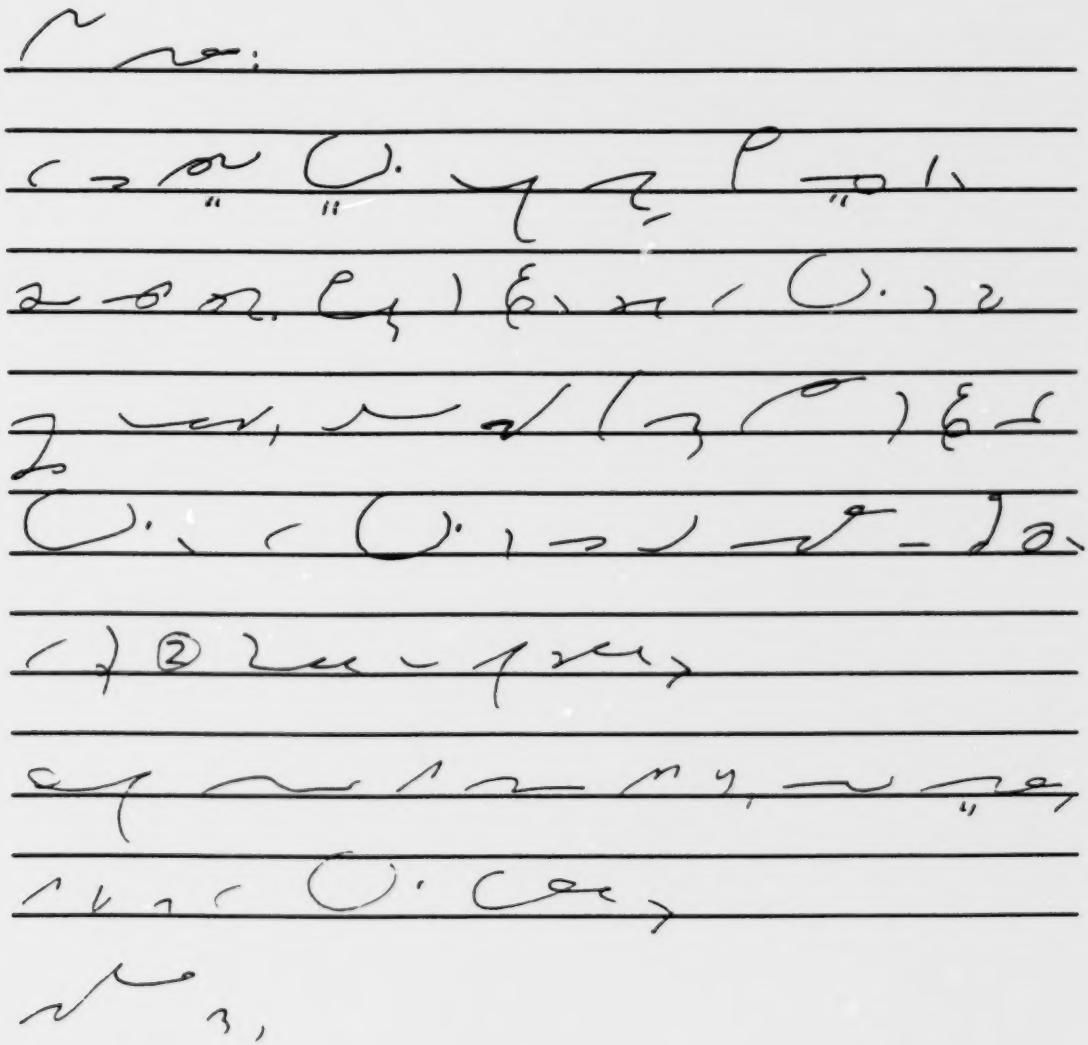
TEST: Attached.

KEY: Attached.

SHORTHAND I: Test

STUDENT PERFORMANCE STANDARD: 18.02 Take and Transcribe Office-Style Dictation.

Directions: Transcribe the following office-style dictation.



SHORTHAND I: Key

STUDENT PERFORMANCE STANDARD: 18.02 Take and Transcribe Office-Style Dictation.

Directions: Transcribe the following office-style dictation.

Dear Mr. Green:

The new Tower Building will be completed about May 1. We are now accepting applications for space. Since the building is so conveniently located, there will no doubt be considerable demand for space in the building. The building is new and modern in every way. The first two floors are to be stores.

I will be glad to come to your office, Mr. Green, to show you the building plans.

Cordially yours,

OFFICE PROCEDURES

OUTCOME: Perform Business-Records Activities.

STUDENT PERFORMANCE STANDARD: 05.10 Prepare Payroll Records.

Performance Objective 05.10

The student will be able to complete a payroll register and determine the amount of FICA tax with 100% accuracy. All items on the checklist must be rated acceptable.

Student Activities

The student will read Part 3, pages 554-565, of *Procedures for the Modern Office*. The student will complete *Highlighting Your Reading*, page 565; *Using Office Skills*, pages 567-569; and *Your Office Skills*, page 570.

References

Pasewark and Oliverio, *Procedures for the Modern Office*, South-Western Publishing Company, 1983.

Required Materials

Text, Supplies Inventory for *Procedures for the Modern Office*.

Test

Checklist (attached).

OFFICE PROCEDURES: Checklist

Student Performance Standard: 05.10

	Rating	
	Acceptable	Unacceptable
1. Completed total-deductions column accurately.	_____	_____
2. Completed net-earnings column accurately.	_____	_____
3. Completed net-pay column accurately.	_____	_____
4. Completed taxable-earnings column accurately.	_____	_____
5. Determined correct amount of FICA tax.	_____	_____
6. Completed net-pay column accurately.	_____	_____
7. Wrote neatly and legibly.	_____	_____

State of Florida
Department of Education
Tallahassee, Florida
Betty Castor, Commissioner
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

DVACE/07/90/450 12345789/99876543210 **BE 143 BK 90**

CAREER MERIT ACHIEVEMENT PLAN
(CAREER MAP)

JUNIOR SECRETARY

(0507.060601)

_____

STUDENT'S NAME

State of Florida

An affirmative action/equal opportunity employer

DEPARTMENT OF EDUCATION
Betty Castor, Commissioner

DIVISION OF VOCATIONAL, ADULT, AND COMMUNITY EDUCATION
Robert S. Howell, Director

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Student's Name _____

Student's ID Number _____

Student's Address _____

_____

Instructor's Name _____ **Initials** _____

School _____

_____

Date Started _____

PRIMARY JOB TITLES FOR THIS INSTRUCTIONAL PROGRAM

- Junior Secretary (OES #40020200)
- Office Assistant Trainee
- Administrative Assistant Trainee

ACKNOWLEDGMENTS

The following individuals are recognized for their valuable contributions to the identification and validation of the competencies reflected in this MAP:

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OVERVIEW

This Career MAP includes the competencies required for becoming a junior secretary. Business and industry representatives have recommended that students in this field master these competencies in order to become employable. Local education agencies (LEAs) may adapt these competencies to meet their work-force needs.

Purposes of the MAP

The purposes of the MAP are to display the student performance standards (SPSs) required by the LEA and to document the level of achievement on SPSs that the student demonstrates.

How to Use the MAP

Administrator and Instructor. The administrator and instructor can use Career MAPs in curriculum planning, program updating and improvement, and teacher recruitment, selection, and updating. If the LEA changes or adds SPSs, the revised or additional SPSs should be included in the blank boxes that appear within each intended outcome or at the end of this MAP.

Instructor. The instructor can use Career MAPs to keep track of student progress on SPSs. By periodically reviewing the ratings on standards, the instructor can identify a student's strengths and weaknesses and on that basis identify the skills for which the student needs remedial instruction or advanced training. MAPs can also be useful in student counseling and evaluation.

Co-op Instructor/Employer. The employer who sponsors a co-op program should use the Career MAP for keeping a record of the student's performance on appropriate standards. The MAPs will also help the co-op instructor/employer in counseling and evaluating the student.

Student. The student may use the MAP to show potential employers the performance standards he or she has mastered. In order to present a complete record, the student should encourage the instructor/co-op employer to rate his or her level of achievement on all the appropriate SPSs and to fill in the verification form and the business cooperative education on-the-job experiences page in the back of this MAP.

Employer. The MAP shows an employer the SPSs mastered by the student (a prospective employee) and the proficiency level achieved on each one. This information can help the employer make decisions about hiring, job assignments, and job-training needs.

Rating Student Performance

Performance Competencies. Ratings on SPSs should be based upon business/industrial performance standards. The evaluator observes and evaluates student performance as he or she would in the role of the employer or supervisor.

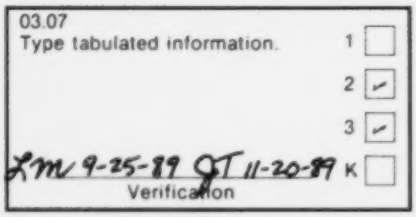
For each skill listed, the learner receives a rating of 1, 2, or 3. Each rating indicates a particular level of achievement:

1 = Learner demonstrates knowledge and understanding of this SPS, but is not yet able to apply that knowledge or understanding.

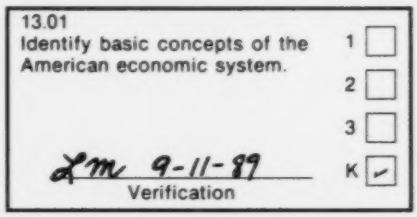
2 = Learner performs this SPS satisfactorily with only periodic supervision.

3 = Learner performs this SPS satisfactorily without supervision.

Whenever a performance standard is demonstrated, the instructor checks the appropriate rating box (1, 2, or 3) and initials and dates the verification line. If the student later demonstrates a higher level of achievement on a performance competency, the instructor checks the higher level and then enters his or her initials and the new date on the verification line, as shown in the following example:



Knowledge Competencies. For each SPS that is a knowledge competency only, with no manipulative skill involved, only one level of achievement is possible. If the student masters the competency, he or she receives a check in the bottom box ("K"), as shown below:



NOTE: An SPS without a checked rating indicates that the learner has not mastered the standard from lack of ability, time, opportunity, or need (the student's area of specialization may not have required it).

01.0 PERFORM TELEPHONE ACTIVITIES.

01.01 Identify telephone services and types of calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.02 Locate telephone numbers and addresses. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.03 Identify and demonstrate proper telephone image (voice, enunciation, vocabulary, diction, etc.). 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
01.04 Identify and demonstrate techniques of answering the telephone. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.05 Identify and demonstrate techniques of giving and getting information. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.06 Identify and demonstrate procedures for screening calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
01.07 Identify and demonstrate procedures for placing and maintaining calls on hold. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.08 Identify and demonstrate procedures for handling disconnected calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.09 Identify and demonstrate procedures for interrupting and terminating calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
01.10 Identify and demonstrate procedures for recording and relaying messages accurately. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.11 Identify and demonstrate procedures for transferring calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.12 Identify and demonstrate procedures for placing calls (including utilizing time zones). 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

02.0 PERFORM MATH COMPUTATIONS.

02.01 Solve addition, subtraction, multiplication, and division problems manually. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	02.02 Solve addition, subtraction, multiplication, and division problems using a calculator. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	02.03 Solve commission problems. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification

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02.04 Solve percentage problems. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	02.05 Solve problems involving finance charges and annual percentage rates. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES.

03.01 Demonstrate keyboarding/ typewriting techniques. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.02 Identify the operative parts of keyboarding equipment. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.03 Identify formatting principles. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
03.04 Demonstrate speed and accuracy in typing straight-copy material. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.05 Type business letters and envelopes. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.06 Type interoffice memoranda. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
03.07 Type tabulated information. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.08 Type different sizes of cards. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.09 Type a memorandum to multiple recipients and address interoffice envelopes. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
03.10 Type business letters with enumerated items. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.11 Type multi-copy preprinted business forms. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.12 Type material from handwritten copy. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
03.13 Type labels. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.14 Type a two-page letter. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	03.15 Demonstrate proofreading skills using proofreaders' marks. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification

03.16 Type business letters containing special features. 1 2 3 K _____ Verification	03.17 Type news releases. 1 2 3 K _____ Verification	03.18 Type the minutes of a meeting. 1 2 3 K _____ Verification
03.19 Type tables in ruled and boxed form. 1 2 3 K _____ Verification	03.20 Type a report using footnotes or endnotes. 1 2 3 K _____ Verification	03.21 Type financial statements. 1 2 3 K _____ Verification
1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification

04.0 PERFORM FILING ACTIVITIES.

04.01 Index, code, sort, and file materials alphabetically. 1 2 3 K _____ Verification	04.02 Define the different filing methods: alphabetic, geographic, subject, and numeric. 1 2 3 K _____ Verification	04.03 Cross-reference correspondence. 1 2 3 K _____ Verification
04.04 Identify types of filing supplies, equipment, and procedures. 1 2 3 K _____ Verification	04.05 Identify records-management terminology. 1 2 3 K _____ Verification	04.06 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject. 1 2 3 K _____ Verification
04.07 Retrieve materials from files. 1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification
1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification

05.0 PERFORM BUSINESS-RECORDS ACTIVITIES.

05.01 Prepare checks and stubs. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	05.02 Endorse checks using restrictive endorsements. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	05.03 Prepare a deposit slip and adjust a checkbook. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
05.04 Prepare bank reconciliations. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	05.05 Prepare purchase requisitions. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	05.06 Prepare purchase orders. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
05.07 Prepare invoices. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	05.08 Prepare sales slips. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	05.09 Maintain petty-cash records. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
05.10 Prepare payroll records. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

06.0 PERFORM MAIL-HANDLING ACTIVITIES.

06.01 Classify mail. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	06.02 Locate ZIP codes. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	06.03 Identify special mail services. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification

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06.04 Process mail. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	06.05 Identify alternative courier and electronic mail services. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

07.0 PERFORM COMMUNICATION ACTIVITIES.

07.01 Locate and record information retrieved from written resources. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.02 Spell and define words, including business terminology. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.03 Follow oral and written instructions. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
07.04 Compose and type business correspondence and related documents. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.05 Participate as a member in a group discussion. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.06 Punctuate sentences correctly. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
07.07 Lead a group discussion. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.08 Proofread, edit, and revise a rough draft. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.09 Type final drafts of documents. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
07.10 Write complete sentences using correct grammar. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	07.11 Write sentences with correct punctuation, capitalization, abbreviations, and numbers. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

08.0 DEVELOP HUMAN-RELATIONS SKILLS.

08.01 Demonstrate appropriate work habits. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	08.02 Identify traits that promote good human relations and increase job performance. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

09.0 DEVELOP APPROPRIATE GROOMING HABITS.

09.01 Identify appropriate attire and grooming for a business office. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

10.0 PERFORM JOB-APPLICATION ACTIVITIES.

10.01 Complete employment forms. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	10.03 Compose and type a letter of application and a resume. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification

10.04 Demonstrate job-interview skills. 1 2 3 K _____ Verification	10.05 Compose and type a letter requesting a reference. 1 2 3 K _____ Verification	10.06 Compose and type a letter of follow-up. 1 2 3 K _____ Verification
10.07 Identify sources of employment opportunities. 1 2 3 K _____ Verification	10.08 Identify methods of securing an employment reference. 1 2 3 K _____ Verification	10.09 Compose and type a letter of resignation. 1 2 3 K _____ Verification
1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification

11.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION-PROCESSING CONCEPTS.

11.01 List major programming languages used in business data processing. 1 2 3 K _____ Verification	11.02 Locate requested information on a computer printout. 1 2 3 K _____ Verification	11.03 Identify applications of computers in business. 1 2 3 K _____ Verification
11.04 Identify terms commonly used in information processing. 1 2 3 K _____ Verification	11.05 Identify the major components of an automated office system. 1 2 3 K _____ Verification	11.06 Manually correct errors on a computer printout. 1 2 3 K _____ Verification
11.07 Verify the totals on a computer. 1 2 3 K _____ Verification	11.08 Identify applications of magnetic storage. 1 2 3 K _____ Verification	11.09 Interpret instructions on a work requisition. 1 2 3 K _____ Verification
11.10 Identify the advantages of processing documents on automated equipment. 1 2 3 K _____ Verification	11.11 Identify the major skills necessary for automated office occupations. 1 2 3 K _____ Verification	1 2 3 K _____ Verification

1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

12.0 DEVELOP LEADERSHIP SKILLS.

12.01 Choose appropriate action in a situation requiring the application of business ethics. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	12.02 Identify the basic principles of parliamentary procedure. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	12.03 Greet and introduce individuals. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

13.0 PERFORM CONSUMER-ECONOMICS ACTIVITIES.

13.01 Identify basic concepts of the American economic system. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	13.02 Identify advantages and disadvantages of consumer credit. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	13.03 Identify the types and sources of consumer credit. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
13.04 Identify services performed by consumer-information sources. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

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14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES.

14.01 Identify the characteristics of reprographic methods. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	14.02 Make decisions on the best reprographic method. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	14.03 Identify terms used in reprographics. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
14.04 Identify the characteristics of paper. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

15.0 PERFORM MACHINE-TRANSCRIPTION ACTIVITIES.

15.01 Identify terms used in machine transcription. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	15.02 Demonstrate correct techniques in machine transcription. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	15.03 Transcribe recorded dictation. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

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16.0 PERFORM INFORMATION-PROCESSING ACTIVITIES USING AUTOMATED EQUIPMENT.

16.01 Edit letters and documents. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.02 Input, store, and output documents from handwritten, typed, and dictated material. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.03 Input, store, and output tabulated documents from handwritten and typed material. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
16.04 Revise and print stored documents. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.05 Sequence and define the steps of a processing cycle. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.06 Input numeric data. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
16.07 Use operations manual. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.08 Perform boot-up procedures on a microcomputer. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.09 Interpret instructions on a work requisition. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
16.10 Identify the advantages of processing documents on automated equipment. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	16.11 Identify the major skills necessary for automated office occupations. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

17.0 PERFORM DECISION-MAKING ACTIVITIES.

17.01 List the steps in problem solving. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	17.02 Demonstrate the ability to determine work priorities. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	17.03 Prepare a day's schedule for an employer. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification

17.04 Choose appropriate action in a situation requiring effective time management. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	17.05 Select the best way to handle confidential information. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	17.06 Identify conflict-of-interest situations. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

18.0 PERFORM STENOGRAPHIC ACTIVITIES.

18.01 Read, write, and transcribe shorthand phrases, brief forms, and other words representing theory principles. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	18.02 Take and transcribe office-style dictation. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	18.03 Take unfamiliar dictated material and transcribe it in mailable form. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

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1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

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BUSINESS COOPERATIVE EDUCATION COMPETENCIES.

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1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ _____ Verification

VERIFICATION

Each instructor who rates this student on competencies in this MAP should fill in one of the boxes below.

Initials _____ Signature _____

Title _____

School Name _____

School Address _____

Initials _____ Signature _____

Title _____

School Name _____

School Address _____

Initials _____ Signature _____

Title _____

School Name _____

School Address _____

BUSINESS COOPERATIVE EDUCATION
ON-THE-JOB EXPERIENCES

The instructor who rates this student on Business Cooperative Education on-the-job experiences in this MAP should fill in one of the boxes below.

Dates

Employer

Employer's Address

Supervisor

Supervisor's Title

Dates

Employer

Employer's Address

Supervisor

Supervisor's Title

Dates

Employer

Employer's Address

Supervisor

Supervisor's Title

NOTES

This section of the MAP is provided for the instructor, employer, or student to list additional qualifying statements or other pertinent information. All comments should be initialed for verification.

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